

STEP TOGETHER START THE CONVERSATION.

Fact sheet

About Step Together

Step Together is a free support service for people worried that they or someone they know may be affected by harmful influences that could lead to violent extremism. It is an early intervention, national support service that can help prevent harmful beliefs from taking hold, or escalating to violence.

Step Together can support you if you are worried about changes in a person's behaviour or just want to have a conversation about something that does not feel right.

What Step Together offers

Step Together offers practical advice and guidance if you are concerned about yourself, a friend, or family member's interaction with harmful or extremist ideas.

When you contact Step Together, you will speak with a team member who specialises in family and community support. Their role is to listen, understand, and provide guidance without judgement.

Step Together is not a reporting service. During a call you can share as much or as little as you feel comfortable with. You are in control of what you choose to talk about. You can contact Step Together through:

- **the National Helpline:** 1800 875 204
- **our online chat:** Monday to Friday, 9 am to 5 pm
- **website:** steptogether.gov.au.

The Step Together service can help you:

- **make sense of the changes you are seeing or feeling**
- **understand when something may need closer attention**
- **build confidence to start a conversation**
- **consider practical next steps**
- **connect with further support if it's needed.**

Step Together can connect you with services that are right for you. This could include a range of community services or specialist programs that provide ongoing support.

These services can help people make positive changes and reduce their risk of becoming involved in violent extremism.

Specialist programs are available in every state and territory, with support based on each person's needs and situation.



Australian Government

**STEP
TOGETHER**

Violent extremism and radicalisation

Violent extremism is support for or acts of violence to achieve social, political or legal outcomes, or to respond to specific political or social grievances.

Radicalisation is when a person's thinking and behaviour become significantly different from how most of the members of their society and community view social issues and participate politically. Only small numbers of people radicalise and they can be from a diverse range of ethnic, national, political and religious groups.

Becoming radicalised does not automatically mean that a person is engaging, or will engage, in violent or dangerous behaviour. A person can hold strong, unpopular or unconventional beliefs. It is violent extremism when that individual begins to promote, justify, threaten or use violence as a way to create change.

Violent extremism can be driven by different political, religious, ideological, or social ideas. Sometimes, these ideas can be mixed in with differing or contradictory beliefs or personal grievances.

Understanding the signs

Ideas and influences can reach people in lots of different ways, both online and in person. These changes can happen gradually or quickly. They may be linked to stress, feeling disconnected or going through major life changes.

It isn't always easy to know whether these changes are a normal response to what's happening in someone's life, or a sign of more harmful influences. There are no exact set of signs that someone is moving towards violent extremism. Changes in behaviour, language or attitudes can happen for many reasons.

People may notice someone:

- pulling away from friends and family or becoming increasingly isolated
- growing angrier than usual or increasingly hostile towards certain people or groups
- developing intense interests or beliefs, becoming deeply involved in online communities, influencers or beliefs that promote hostility, extreme ideas or violence.

Violent extremism can take many forms and be driven by different beliefs or a mix of them.

Messages that can lead people towards violent extremism are not always obvious. They can be shared through humour, memes, gaming, influencers or content about identity, belonging and what is happening in the world. For many people, involvement happens gradually and may feel normal at first.

You do not need to be certain before seeking support. If something feels different or worrying, that is enough to start a conversation with Step Together. Often, it's the people closest who are the first to notice when something feels different.



Support for families and communities

It is normal to feel unsure or overwhelmed. Step Together can help you understand what you are seeing, build confidence in having conversations, and find support services in your community.

Listening matters more than having all the answers and talking openly helps reduce stigma, making people feel safer to share. Step Together supports early conversations that can prevent harmful or violent beliefs from taking hold or escalating.

What you can do

You do not need to be certain before seeking help. If something feels different or concerning, Step Together can provide guidance and support on what to do next.

CONTACT US

You can contact Step Together if something feels different or concerning, you are unsure what to do next or if you want advice before things escalate. Noticing small changes and asking questions early can make a real difference.

Step Together is a national service available across all Australian states and territories.



WEB: steptogether.gov.au



PHONE: 1800 875 204



ONLINE CHAT: Monday to Friday, 9 am to 5 pm

When in doubt, there is no harm in checking. Step Together is here to support you, your family and your community.



Australian Government

**STEP
TOGETHER**